Digital Telephone

User's Guide

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Contents

Introduction **1**
- Line Keys 4
- Display 4

Installation **5**
- Connecting the handset cord 5
- Connecting the line cord 5
- Installing the Headset 6
- Adjusting the display 7
- Wall Mounting 7

Basic Operation **9**
- Making a call 9
- Answering a call 9
- Ending a call 9
- Switching between active calls 10
- Joining a call 10
- Blocking caller ID internally 10
- Using authorization codes 10

Telephone Settings **11**
- Modifying the display contrast 11
- Setting the ring melody and volume 11
- Adjusting the handset and speaker volume 11

Telephone Features **12**
- Auto Dial 12
- Call Park 12
- Call Pickup 14
- Call Record 15
- Call Return 15
- Call Waiting 15
- Camp-on (Callback) 16
- Centrex Flash 17
- Conference 17
- Direct Station Select/Busy Lamp Field 18
- Do Not Disturb 19
- Flash 20
- Forward 20
- Headset (VN12DDS and VN24DDS only) 22
- Hold 22

Message Waiting 22
Night Answer 23
Page 23
Program 24
Redial 25
Release 25
Silent Monitor 25
Speaker/Mute 26
System Speed Dial 26
Transfer 27
Transfer to Voice Mail 28
Voicecall 28

Feature Code Quick Reference 30

Outside Line Supported Features 31
On idle outside lines 31
On connected calls 31

Compliance Statements 32
Federal Communication Commission 32
Underwriter's Laboratory 32
Industry Canada 33

Introduction

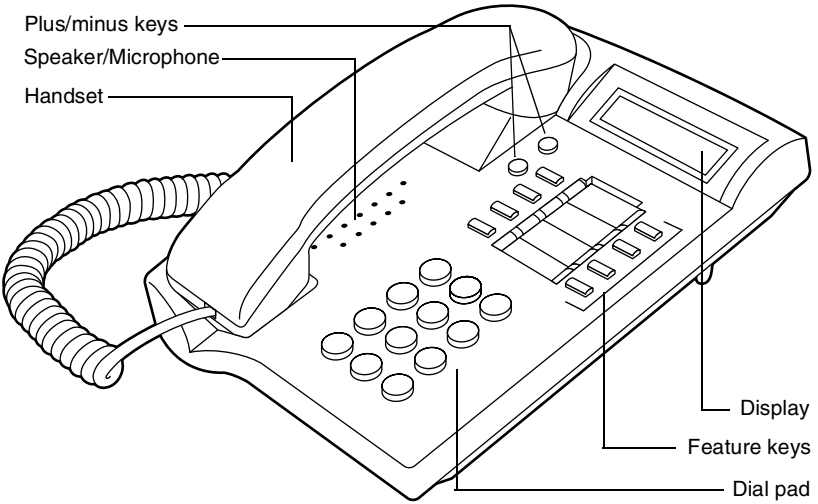
Thank you for purchasing the Vertical Networks digital telephone, a multifunctional digital telephone specifically designed for use with the Vertical Networks InstantOffice system. This manual describes the features and operation of the Vertical Networks digital telephones.

VN08D

The VN08D telephone includes eight programmable feature keys and a speaker for receiving pages and voice calls.

VN08DDS

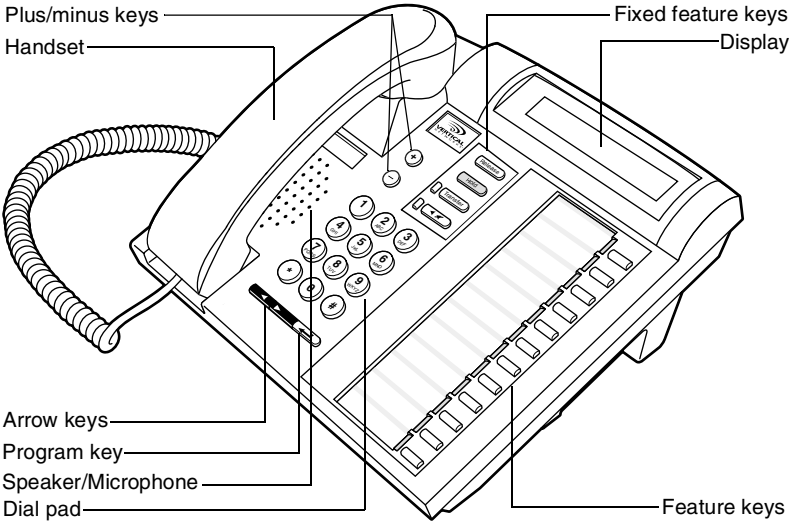
The VN08DDS telephone includes eight programmable feature keys, a 2x16 character display, and a speaker and microphone for hands-free calling capability.



VN08DDS digital telephone

VN12DDS

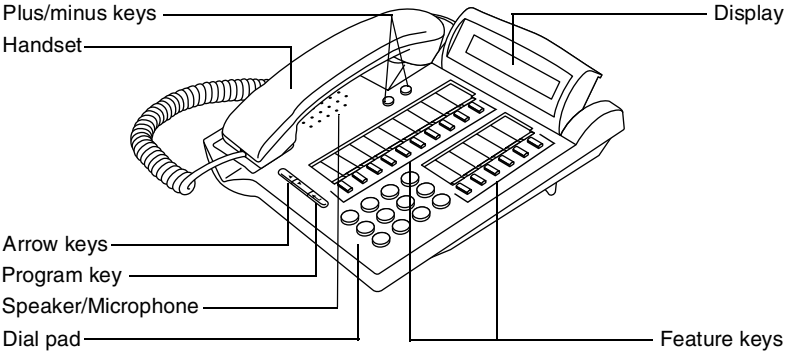
The VN12DDS telephone includes 4 fixed feature keys (Hold, Transfer, Speaker/Mute, and Release) and 12 programmable feature keys, an adjustable 2x24 character display, a headset jack, and a speaker and microphone for hands-free calling capability.



VN12DDS digital telephone

VN16DDS

The VN16DDS telephone includes 16 programmable feature keys, an adjustable 2x24 character display, and a speaker and microphone for hands-free calling capability.



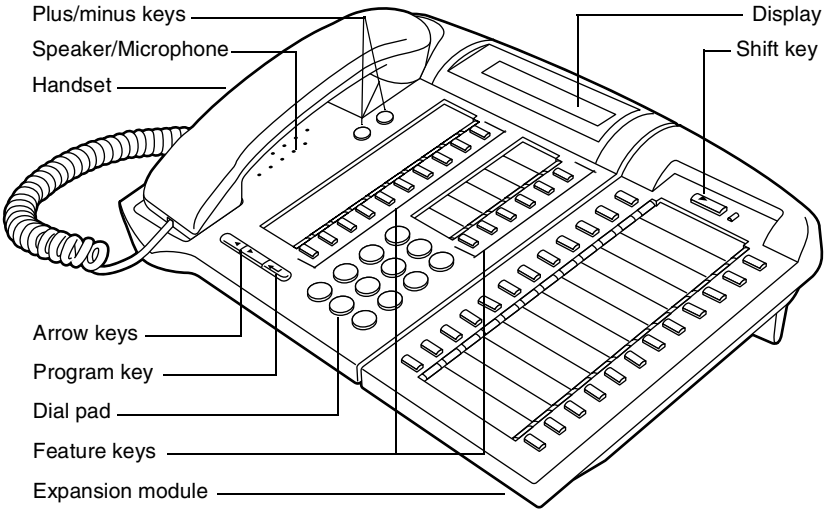
VN16DDS digital telephone

VN24DDS

Similar to the VN12DDS, the VN24DDS telephone includes 4 fixed feature keys (Hold, Transfer, Speaker/Mute, and Release) and 24 programmable feature keys, an adjustable 2x24 character display, a headset jack, and a speaker and microphone for hands-free calling capability.

VN64DDS

The VN64DDS telephone includes all the features of the VN16DDS, plus a 2x24-key expansion module to provide this telephone with a total of 64 programmable feature keys.



VN64DDS digital telephone

VN64DDS Expansion Module

You can program each key on the VN64DDS expansion module with two features. The shift key, [▶] , provides access to features 41 to 64.

When the shift key LED is off, features 17 to 40 are available for use. When you press the shift key, the LED next to the key lights, indicating that features 41 to 64 are enabled.

Line Keys

All telephones have a primary line key. Your telephone might also include one or more secondary line keys and outside line keys. Line keys are idle when there is no LED lit beside them. Lines with a red LED are in use and you cannot join the call. Lines with a green LED indicate calls connected to your telephone. Lines with a flashing green LED indicate calls connected to other telephones that allow you to join the call.

Primary line key

Your primary extension number is assigned to one of the programmable feature keys on your telephone. Your extension number is printed on the label strip next to your primary line key. If your telephone has a display, your extension number appears on the display.

Secondary line keys

You might have one or more secondary lines assigned to your telephone. These additional lines might be primary lines that appear on other telephones. You can use these additional lines to make or receive telephone calls.

Outside line keys

You might have one or more outside lines assigned to your telephone. These lines allow you to make and receive external calls without entering an external access code. See “Outside Line Supported Features,” on page 31 for information about features available on these lines.

Display

The VN08DDS, VN12DDS, VN16DDS, VN24DDS, and VN64DDS telephones provide a back-lit, two-line display to give you additional call information.

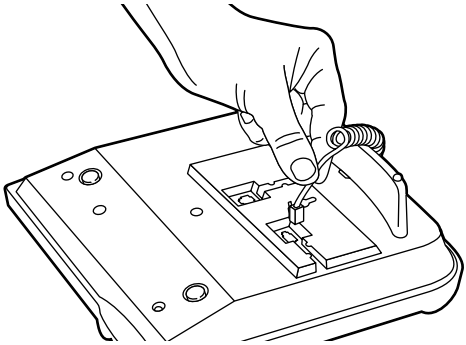
When you are not using your telephone, line one of the display shows the date and time, and line two of the display shows your primary extension number.

While you are dialing, line one of the display shows your extension number and line two displays the digits as they are dialed. During an active call on your primary line, line one displays the other party’s name or the trunk group your call is using, and line two lists the other party’s telephone number.

The display does not show caller ID information on an inbound call if that information is blocked by the other party, or if your telephone service provider does not send caller ID. The display shows “Private” or inbound trunk group information instead. A call timer displays the length of time your call is connected.

Connecting the handset cord

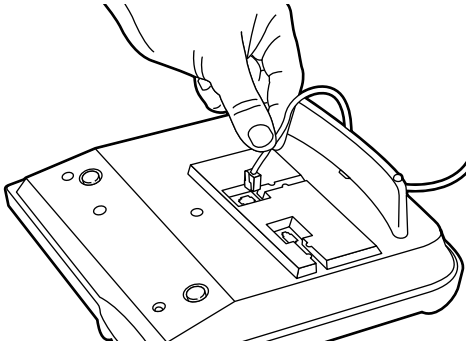
Attach one end of the handset cord to the handset and the other end to the handset jack in the telephone base. The handset jack is labeled with a picture of the handset on most telephones.



Connecting the line cord

VN08D, VN08DDS, and VN16DDS telephones

Attach one end of the line cord to the line jack (center) in the telephone base and the other end of the line cord to the wall jack.



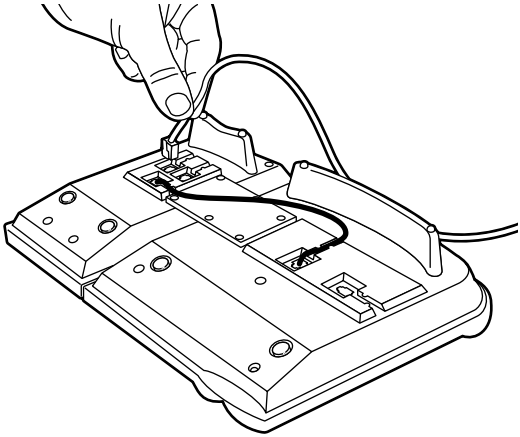
Note: Do not plug a digital telephone into a wall jack configured for an analog telephone.

VN12DDS and VN24DDS Telephones

Attach one end of the line cord to the jack labeled Line on the back of the telephone base, and attach the other end to the wall jack.

VN64DDS telephones

Attach one end of the line cord to the left line jack on the expansion module and the other end to the wall jack.

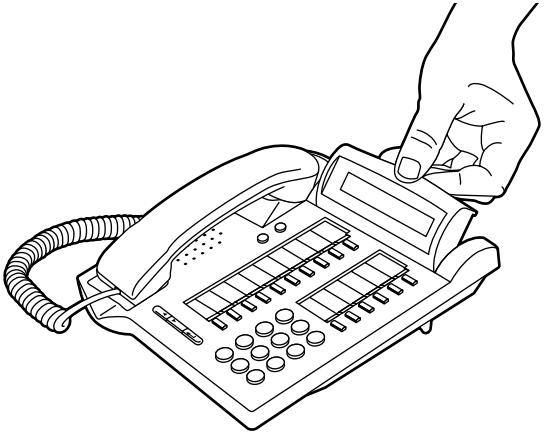


Installing the Headset

You can attach a headset to the headset jack on the back of the VN12DDS and VN24DDS telephones. A Headset feature key is required for operating the headset. See “Headset (VN12DDS and VN24DDS only)” on page 22 for more information.

Adjusting the display

On the VN12DDS, VN16DDS, VN24DDS, and VN64DDS models, the back-lit, two-line display tilts for optimal viewing. Adjust the display angle by lifting the display from the back.

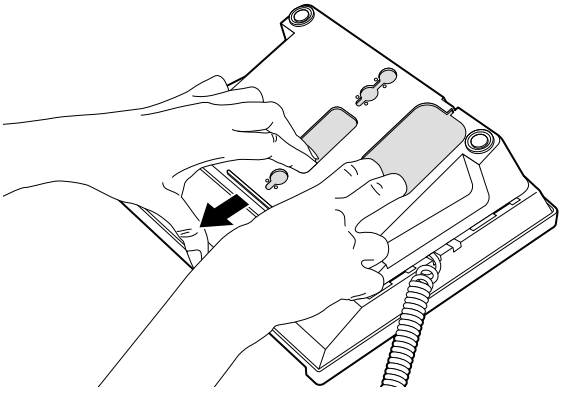


Wall Mounting

You can mount the VN08, VN08DDS, VN16DDS, and VN64DDS telephones to the wall using the mounting instructions and template folded into this manual.

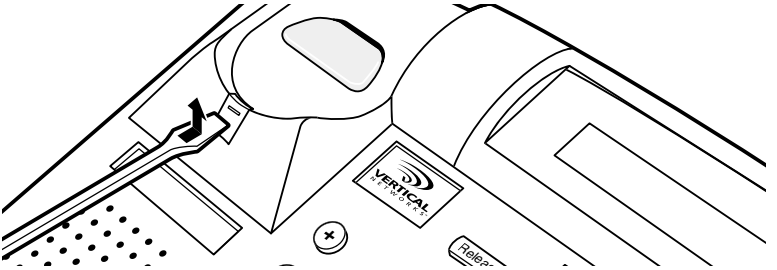
To mount the VN12DDS and VN24DDS telephones to the wall:

1. Remove the support from the telephone base by sliding the support toward you, as shown in the figure below.



2. Rotate the support 180 degrees, so the narrow end lines up with the top of the telephone base, and slide it back into place.

3. Remove the handset catch with a key or screwdriver, as shown in the figure below.



4. Flip the handset catch over, and insert the short end into the telephone. Note where the notch in the telephone and the stop on the catch line up.
5. Mount the telephone on a standard North American telephone wall mount bracket.

Making a call

To make a call:

1. Select an audio path.
   - Handset—lift the handset.
   - Speaker—press a line key, press a key on the dial pad (start dialing a telephone number), or press the Speaker/Mute key.
   - Headset—press the Headset key. (Only available on models VN12DDS and VN24DDS)

   The amber LED lights up next to the line key selected for your call.

   Note: When a line is automatically selected for your call, you can manually select another line by pressing a line key.
2. Dial a telephone or extension number using the dial pad.

   When the call is connected the line key LED turns green.

Hint: When dialing an international telephone number, press # after the last digit to make the call connect faster.

Note: Model VN08D users can use the speaker audio path to make a call, but must use the handset to speak to the other party once the call is connected (because the telephone is not equipped with a microphone).

Answering a call

A flashing amber LED appears next to the key corresponding to the line with an incoming call.

To answer the call:

Select an audio path.

- Handset—lift the handset.
- Speaker—press the line key, or press the Speaker/Mute key.
- Headset—press the Headset key. (Only available on models VN12DDS and VN24DDS)

The green LED next to the key lights and the call is connected.

Ending a call

To end a call:

Hang up the handset, or press Release to drop the active call.

Switching between active calls

If you have more than one call connected to your telephone, you can switch between calls by pressing the line keys associated with each call. For information about connecting and toggling call waiting calls see “Call Waiting” on page 15.

Joining a call

When a line appearance on your telephone is in use by another party, the LED next to the corresponding key indicates whether you can join that call.

LED State	Permission
red	Break-in blocked
flashing green	Break-in allowed

To join a call:

Press the line key corresponding with the call if the green LED is flashing.

Note: Some outside lines can carry more than one call at one time. Break-in permission is not allowed on those outside lines.

Blocking caller ID internally

Blocking caller ID keeps your caller ID information private when making a call to another extension.

To block caller ID:

Dial *67, and dial the telephone number.

Caller ID Blocking is canceled when you end the call.

You cannot block caller ID to external calls using *67.

Using authorization codes

You might be assigned an authorization code that gives you the ability to make calls on restricted telephone line keys. Authorization codes are used to override access restrictions.

To use an authorization code:

1. Dial a telephone number.

   You hear a long beep, and the display prompts you to enter your authorization code.

2. Enter your authorization code, and press #.

Telephone Settings

Modifying the display contrast

To modify the display contrast:

1. Hold the minus (–) key and press 1.
   You will hear a short ring.
2. Press the + or – key to modify the display contrast.
3. Press # to save the change, or press * to cancel the change.

Setting the ring melody and volume

To adjust the ring volume:

1. Hold the minus (–) key and press 2.
   You will hear a short ring.
2. Press the + or – key to adjust the ring volume.
3. Press # to save the change, or press * to cancel the change.

To set the ring melody:

1. Hold the minus (–) key and press 3.
   You will hear a short ring.
2. Press the + or – key to select a ring melody.
3. Press # to save the change, or press * to cancel the change.

Adjusting the handset and speaker volume

During a call it may be necessary to increase or decrease the volume.

To adjust the volume:

Press the + or – key while the other party is speaking.

This volume level will be retained for future calls.

Note: On models VN12DDS and VN24DDS the volume on your handset has five levels, but only the first three levels are in the range of acceptable volume levels approved by the FCC. The two highest levels are included to accommodate the hearing impaired. If you increase the volume on your handset to one of the highest two levels during a call, the volume will be reset to the first level when you release the call, per FCC regulations.

Telephone Features

Your system administrator assigns the features described in this section to feature keys on your telephone. Many of these features are also available by pressing the star key (*) and a two-digit feature code. Refer to “Feature Code Quick Reference” on page 30 for a list of feature codes.

Auto Dial

Auto Dial allows you to dial frequently used telephone numbers with one button. You can also use your Auto Dial keys to dial digits while a call is connected.

To program an Auto Dial key:

1. Press Program.

   The red LED lights next to the Program key.

2. Press Auto Dial.

3. Enter the number.

   If you are programming an external telephone number, enter the full telephone number including the external access digit(s).

   To cancel the program without saving the digits, press Release.

4. Press Program to save the number.

To use Auto Dial:

Press Auto Dial.

Call Park

Use Call Park to put a call on hold for retrieval from any telephone on the system. There are three types of Call Park: Self Park, Directed Park, and System Park.

Self Park

Self Park places a call in a parked state on your primary line for retrieval from other telephones.

To park a call at your primary line:

1. While on an active call, press Self Park.

   If you do not have a Self Park key, press Flash and dial *54 to park a call.

2. Listen for two short beeps, and hang up.

   If you leave a call parked for a long period of time, your phone rings back, and PARK is displayed.

To retrieve a parked call:

1. From any telephone press Self Park.

   If the telephone does not have a Self Park key, dial *55.

2. Dial the extension on which the call was parked.

Directed Park

Directed Park allows you to park a call on another line. A specific extension number might be programmed on your Directed Park key to allow you to always park a call on a specific line.

To park a call at a specific extension:

1. While on an active call, press Directed Park.

   If you do not have a Directed Park key, press Flash and dial *56 to park a call.

2. Enter an extension number, if necessary.

3. Listen for two short beeps, and hang up.

   If the key is configured to display the status of the parked call, the green LED will flash until the call is unparked. If the call does not get answered, you can retrieve the call by pressing the Directed Park key. You can use the key to park another call on another line even if the green LED is flashing.

   You can only park one call on any given line. Any other telephones that have a Directed Park key targeted at the same line where the call was parked, and are configured to show status, will flash red, indicating that there is a call already parked on the target line.

   If you leave a call parked for a long period of time, your phone rings back, and PARK is displayed.

To retrieve a call directed parked on your line:

From the target telephone press Directed Park.

If the telephone does not have a Directed Park key, dial *55 and the target extension number.

System Park

System Park places a call in one of ten *parking slots* on the InstantOffice system for retrieval from other telephones. This feature is not available on the VN08D telephone.

To park a call on the system:

1. While on an active call, press System Park.

   If you do not have a System Park key, press Flash and dial *52 to park a call.

2. Listen for two short beeps, and hang up.

   The display shows the parking slot number where the call is parked. Remember this number!

   Hint: Press Program, then System Park, to display the parking slot of the last call parked from your telephone.

   The number will remain on the display until the call is disconnected, you place another call, or another call rings on your primary line.

   The System Park red LED remains lit until the parked call is retrieved.

   If you leave a call parked for a long period of time, your phone rings back, and PARK is displayed.

To retrieve a call parked on the system:

1. From any extension, press System Park.

   If the telephone does not have a System Park key, dial *53.

2. Dial the parking slot number on which the call was parked.

Call Pickup

Call Pickup allows you to answer inbound calls on other extensions. You can pick up a call on any extension within your call pickup group. If the line key you use to pick up a call is not part of a call pickup group you can pick up other calls on lines that do not belong to a call pickup group. There are two types of Call Pickup: Extension Pickup and Group Pickup.

Extension Pickup

Extension Pickup allows you to answer any ringing primary or secondary line in your call pickup group.

To answer a specific extension:

1. Press Extension Pickup.

   If you do not have an Extension Pickup key, dial *75.

2. Dial the extension number, if necessary.

   An extension number might be programmed on the Extension Pickup key to provide directed pickup for a specific extension.

Group Pickup

Group Pickup allows you to answer a call on any primary or secondary line within your call pickup group. Pickup groups are configured by the system administrator.

To answer a call in your pickup group:

Press Group Pickup.

If you do not have a Group Pickup key, dial *74.

Call Record

Call Record records the currently active call and saves it as a .wav file to a Voice Mailbox. The maximum length of a recording equals the maximum length of a Voice Mail message, as configured in the General Settings applet in the Remote Management Console.

This feature requires a license key, which will be issued at no charge upon request to your Vertical Networks reseller.

Warning: In many localities, it is illegal to record a telephone call without first notifying the person or persons being recorded.

To use Call Record:

1. If necessary, notify the person or people with whom you are speaking that you are about to record the call.
2. Press Call Record.
3. To end the recording session, press Call Record again.

   Using another telephone feature will end a call recording session.

You access the recording in the same way you access Voice Mail messages. See “Message Waiting” on page 22 for details.

Call Return

Call Return calls back the last extension that rang on your primary line. Call Return does not return calls from external telephone numbers.

To use Call Return:

Press Call Return.

If you do not have a Call Return key, dial *69.

There is a 3-second delay that allows you to hang up and cancel the call return.

Call Waiting

During a call on your primary extension, you might hear a call waiting beep and see the Call Waiting amber LED flash indicating an incoming call on Call Waiting.

To accept a call waiting call:

Press Call Waiting.

If you do not have a Call Waiting key, press Flash to answer the call.

The initial call is placed on temporary hold, and the primary line key red LED flickers. The Call Waiting green LED lights.

To reconnect to the initial call:

Press your primary line key.

The call waiting call is placed on temporary hold. The Call Waiting red LED flickers, and the primary line green LED lights.

You can toggle back and forth between the initial call and the call waiting call by pressing the primary line key and the Call Waiting key. The LEDs and display update to reflect which caller is connected.

To release the call waiting call:

While the call waiting call is active, press Release.

The call waiting call is dropped and you are reconnected to the initial call.

To release the initial call:

While the initial call is active, press Release.

The initial call is dropped and you are reconnected to the call waiting call. The call waiting call is rolled onto the primary line key.

Call Waiting will not be active during a transfer or conference, if both the primary line and an appearance for another line are connected, or if the primary line is ringing.

You can add a call waiting call to a call on your primary line by pressing Conference. See “Conference” on page 17 for more information about the Conference feature.

You can transfer a call waiting call to another extension. See “Transfer” on page 27 for more information about the Transfer feature.

You can park a call waiting call for pickup on another extension. See “Call Park” on page 12 for information about parking calls.

Disabling Call Waiting

You can disable Call Waiting for the duration of a specific call.

To disable Call Waiting:

Press *45, and dial the telephone number.

Call Waiting is disabled for the duration of the call. Call Waiting is re-enabled when the call is terminated.

Camp-on (Callback)

Camp-on (also known as Callback) allows your telephone to automatically call back an extension that is busy, does not answer, or forwards you to Voice Mail. Camp-on does not work on external telephone numbers.

To use Camp-on:

1. Place a call to an extension.

   The other party does not answer the call.

2. Press Camp-on.

The Camp-on key red LED lights and you hear a beep.

If you do not have a Camp-on key, press Flash and dial *76.

Camp-on will remain enabled if you make or answer another call.

When the Camp-on target extension becomes available you hear a callback of three short rings, the primary line amber LED flashes, and CAMP-ON appears on the display.

3. Lift the handset, or press your primary line key.

   The target extension will ring when you answer the callback.

   If you do not answer the callback in three rings, Camp-on is canceled.

   Camp-on is not canceled if the target extension does not answer the call.

To cancel Camp-on:

Press Camp-on.

The Camp-on key LED goes out, and you hear a beep.

If you do not have a Camp-on key, dial *77 and the Camp-on target extension to cancel Camp-on.

To display the Camp-on target extension:

1. Press Program.
2. Press Camp-on.

   The display shows the Camp-on target extension.
3. Press Release to clear the display.

Centrex Flash

The Centrex Flash feature allows you to access Centrex features. You must subscribe to Centrex service through your telephone service provider to use this feature.

To use Centrex Flash:

1. During a call, press Centrex Flash.

   If you do not have a Centrex Flash key, press Flash and dial *80.
2. Listen for dial tone.
3. Use the Centrex features.

Conference

You and up to three other parties, internal and external, can participate in a conference call. If you have a Conference key or a Flash key, you can set up a conference call.

To use the Conference key:

1. During a call, press Conference to put the other party on hold.

   Your line key LED flashes red, and the Conference LED is yellow.

2. Listen for dial tone, then dial the number of the third party.

3. When the third party answers, press Conference again to connect the calls.

   Your line key LED is green, and the Conference LED goes out.

   Telephones with displays will display the number of parties in your conference call.

   If a party is not available, press Release, or press the key corresponding to the initial call, to reconnect to the first party. If a party's Voice Mail answers or the party does not want to join the conference, press Release to drop the call and reconnect with the first party.

4. Press Conference again to put the conference call on hold and add a fourth party.

5. Complete the conference by pressing Conference.

To make a conference call with feature codes:

1. During a call, press Flash to put the other party on hold.

   Your line key LED flashes red.

2. Listen for dial tone, then dial the extension of the third party.

3. When the third party answers, press Flash and dial *71 to connect the calls.

   Your line key LED is green.

   If a party is not available, press Flash and dial *72 to reconnect to the first party. If a party's Voice Mail answers, or the party does not want to join the conference, press Release to drop the call and rejoin the first party.

4. Press Flash again to put the conference call on hold and add a fourth party.

5. Press Flash and Dial *71 to connect the fourth party to the conference.

To conference a call waiting call with a call on your primary line:

While speaking to a party on call waiting, press Conference.

The call waiting call is conferenced with the call on the primary line.

To disconnect from a conference call:

Hang up the handset, or press Release.

Direct Station Select/Busy Lamp Field

Direct Station Select/Busy Lamp Field (DSS/BLF) keys allow you to monitor the status of extensions and to transfer calls to extensions. DSS/BLF keys are configured by the system administrator and can be configured for blind or consultation transfer.

A red LED next to a DSS/BLF key indicates that the line is in use.

Consultation transfer

A consultation transfer allows you to announce a call before completing the transfer.

To make a consultation transfer:

1. While connected to another party, press the DSS/BLF key for the destination extension.
2. When the destination party answers, announce the call.
3. Press the DSS/BLF key again to complete the transfer.

   If Voice Mail answers, press the DSS/BLF key to transfer the caller to Voice Mail, or press Release to cancel the transfer and reconnect to the call.

Blind transfer

A blind transfer allows you to transfer a call to another extension without announcing the transfer.

To make a blind transfer:

While connected to another party, press a DSS/BLF key.

Do Not Disturb

Do Not Disturb (DND) prevents your telephone from ringing. It also blocks pages and voice calls. Callbacks from calls left on hold, park, and camp-on will still ring your telephone.

Using the Do Not Disturb key, you can enable or disable Do Not Disturb while you are using the telephone without interrupting your conversation.

If you enable Do Not Disturb while your primary line is ringing, the call is transferred to your busy forward destination (for example, Voice Mail), with two exceptions. If you are a member of a Ring-All hunt group, and you enable Do Not Disturb for a call to the hunt group, the call will continue to ring the other telephones in the hunt group. Also, if there is no busy-forward destination for your primary line (such as Voice Mail), and you enable Do Not Disturb, the current call will continue to ring your telephone.

To enable Do Not Disturb:

Press Do Not Disturb.

The Do Not Disturb red LED lights, and DND is displayed on telephones with displays.

If you do not have a Do Not Disturb key, dial *41.

To cancel Do Not Disturb:

Press Do Not Disturb.

The Do Not Disturb LED goes out.

If you do not have a Do Not Disturb key, dial *42.

Flash

If you do not have feature keys for Call Park, Call Waiting, Centrex Flash, Conference, or Transfer, a Flash key is required to use these features. The Call Park, Centrex Flash, and Conference features require you to enter a feature code after pressing Flash. A feature code reference is available on page 30.

Note: The flash hook does not have the same effect as the Flash key. Pressing the flash hook will disconnect your active call.

Forward

Use Forward to redirect your calls to another extension or telephone number.

The Forward key applies only to calls received on your primary line. You can activate only one Forward key on your telephone at any given time.

The Forward feature will behave differently depending on whether or not your Forward key is programmed with a target telephone number.

Using Unprogrammed Forward Keys

To forward calls to internal extensions:

1. Press Forward.

   Listen for dial tone.

2. Enter the extension number to which you want to forward calls.

   The Forward key red LED flashes indicating that Forward is enabled, and FWD is displayed on telephones with displays.

   If you do not have a Forward key, dial *43 plus the extension number to which you want to forward calls.

To forward calls to external telephone numbers:

1. Press Forward

   If you do not have a Forward key, dial *43.

   Listen for dial tone.

2. Enter the external access digit(s).

This is the digit that allows you access to an external telephone line (usually a 9).

3. Enter the telephone number to which you want to forward calls.

   If you enter an international telephone number, you must enter a # at the end of the number.

4. If you are prompted for a password, enter your Voice Mail password, and press #.

   You will hear two beeps, the Forward key red LED will flash (indicating that Forward is enabled), and FWD is displayed on telephones with displays.

Canceling Call Forwarding

To cancel call forwarding:

Press Forward.

The Forward key LED goes off.

If you do not have a Forward key, dial *44 to cancel call forwarding.

Programming the Forward Key

You can program a number on a Forward key to always forward calls to the same telephone number.

To program a number on your Forward key:

1. Press Program.

   The red LED lights next to the Program key.

2. Press Forward.

3. Enter the number.

   If you enter an external telephone number, be sure to include the external line access digit (usually a 9).

   To cancel programming without saving the number, press Release.

4. Press Program to save the number.

Using Programmed Forward Keys

To forward calls:

1. Press Forward.

2. If you are prompted for a password, enter your Voice Mail password, and press #.

   You will hear two beeps, the Forward key red LED will flash (indicating that Forward is enabled), and FWD is displayed on telephones with displays.

Headset (VN12DDS and VN24DDS only)

The Headset key is used to toggle between the headset and the handset. If you want to use your headset with the VN12DDS or VN24DDS telephone, you must plug the headset into the headset jack (located on the back of the telephone), and press the Headset key so that the LED is on.

Hold

Put a call on hold to keep the other party connected while you hang up the handset or use other telephone features.

To put a call on hold:

Press Hold.

The red LED flashes next to the line key with a call on hold.

You can hang up the handset or use other telephone features.

If you leave the call on hold for three minutes, your phone rings back, and HELD is displayed.

Note: The Flash key can be used to place calls on temporary hold; however, you cannot hang up the handset or you will be reconnected to the call on hold.

To reconnect to a call on hold:

Press the key corresponding to the line where the call was placed on hold.

Message Waiting

If you have a Message Waiting key, the red LED flashes when there are new Voice Mail messages. If you do not have a Message Waiting key, and there are new Voice Mail messages, you will hear a stutter tone when you select your primary line key.

To retrieve Voice Mail:

1. Press Message Waiting.

   If you do not have a Message Waiting key, dial your Voice Mail extension number.

2. Follow the Voice Mail prompts.

   Refer to the Voice Mail Quick Reference Card for more information about InstantOffice Voice Mail.

Night Answer

Using the Night Answer feature, you can manually place an InstantOffice system into a mode where all inbound calls to the InstantOffice system are redirected to a predetermined destination. Your system administrator can configure any on- or off-premise telephone number as the destination.

To turn on the Night Answer Service:

Press Night Answer.

If you do not have a Night Answer key, dial *85.

When the Night Answer Service is active, the Night Service LED flashes red.

To turn off the Night Answer Service:

Press Night Answer.

If you do not have a Night Answer key, dial *86.

Page

The Page feature can operate in one of two ways: the Page key gives you access to the public address system and all the digital telephone speakers on your system, or the Page key pages a specific group of digital telephones.

To page the whole system:

1. Press Page.

   If you do not have a Page key, dial *11.

2. Make an announcement.

3. Hang up when you are finished making your announcement.

   You will remain connected to the public address system until you hang up or press Release.

   Note: Telephones receiving a page on the telephone speaker can press Release to disconnect the telephone from the paging service.

To page a specific group:

1. Press Page <Group>.

   If you do not have a Page <Group> key, dial *12 and the group number.

2. Make an announcement.

3. Hang up when you are finished making your announcement.

   Note: Telephones receiving a page on the telephone speaker can press Release to disconnect the telephone from the paging service.

Program

You can program your Auto Dial, Forward, and Voicecall keys to dial specific digits.

You must have a Program key, or the key, on your telephone to program feature keys. See each feature section for instructions about programming feature keys.

If your telephone has a display, you can use Program to display information about the feature keys, or to display call information for active or ringing calls on secondary line appearances.

To program a feature key:

1. Press Program.
   The Program key red LED lights.
2. Press the key you wish to program.
3. Enter the digits.
   You can also enter the * and # keys in the program.
   To cancel the program without saving the digits, press Release.
4. Press Program to save the digits.
   The Program key LED goes out.

To clear a programmed feature key:

1. Press Program.
   The Program key red LED lights.
2. Press the key to be cleared.
3. Press Program to clear the key.
   The Program key LED goes out.

To display feature information:

1. Press Program.
   The Program key red LED lights.
2. Press a feature or line key.
   The feature key information is shown on the display including the feature name, key number, and extension number, target number, or programmed number if applicable.
3. Press Release to clear the display.
   The Program key red LED goes out.

To display call information:

1. Press Program.
   The Program key red LED lights.
2. Press a key that corresponds with an active call or ringing line.
   The call information is shown on the display.
3. Press Release to clear the display.
   The Program key red LED goes out.

Redial

Redial will place a call to the last telephone number you dialed from the telephone. Even if you dialed digits while connected to a call, the system will only keep track of the telephone number you dialed.

To display the last number dialed, press Program, and press Redial. Press Release to clear the display.

To redial a number:

Press Redial.

Release

The Release key disconnects an active call, clears the display, mutes the speaker during a page, and cancels transfers, conference calls, and the Program feature.

To use Release:

Press Release.

Silent Monitor

Silent Monitor allows a supervisor to monitor an agent call with either the agent or the caller knowing that the call is being monitored. The supervisor hears both sides of the call but cannot speak to either the agent or the caller. This feature requires that the supervisor's telephone have a Silent Monitor key and that the extension to be monitored has Silent Monitoring enabled.

Warning: Most states have laws requiring businesses to inform both their employees and their customers that calls may be monitored.

This feature requires a license key, which will be issued at no charge upon request to your Vertical Networks reseller.

To use Silent Monitor:

1. Press Silent Monitor.
2. When you hear the dial tone, enter the extension to be monitored.

If the extension you enter does not have Silent Monitoring enabled, “Feature Unavail” appears on the telephone display.

When a silent monitoring session is in progress, the information on the supervisor’s telephone display is the same as that of extension being monitored, with the added designation “MON” in the upper right.

If the agent being monitored places a call on hard hold, the monitoring session will be terminated.

3. When you are finished monitoring a call, terminate the monitoring session as you would any telephone call.

Speaker/Mute

Speaker/Mute lets you switch between using the handset and using hands-free mode during a call. It also enables and mutes the microphone on the telephone base or handset during a call.

To switch from the handset to hands-free mode during a call:

Press Speaker/Mute and hang up the handset.

To switch from hands-free mode to the handset during a call:

Pick up the handset.

To mute a call:

1. Make or answer a call.

   If you are on a hands-free call, the Speaker/Mute LED is solid red.

2. Press Speaker/Mute to mute the microphone.

   The Speaker/Mute red LED flashes. You can hear the other party, but the other party cannot hear you.

3. To speak to your caller, press Speaker/Mute again.

   The Speaker/Mute LED is solid red.

System Speed Dial

System Speed Dial allows you to dial frequently used telephone numbers by entering speed dial index numbers. System Speed Dial can also give you dialing privileges for specific telephone numbers that you might not normally have on your telephone.

Depending on your telephone set-up, System Speed Dial may work in one of two ways: regular System Speed Dial or System Speed Dial with Dialing Preview.

Regular System Speed Dial

To use System Speed Dial:

1. Press System Speed Dial.
2. Enter the speed dial index number.

   The number is dialed as soon as you enter the last digit.

To browse System Speed Dial numbers:

1. Press System Speed Dial twice.
2. Use the arrow keys on your telephone to browse the list.

   Note: The arrow keys only appear on the VN16DDS and VN64DDS telephone models.
3. Press System Speed Dial to dial a number in the list.

System Speed Dial with Dialing Preview

To use System Speed Dial with Dialing Preview:

1. Press System Speed Dial.
2. Enter the full speed dial index number, enter a digit to jump to a place in the list, or scroll through the list using the arrow keys on your telephone.
3. Press System Speed Dial to dial a number.

Transfer

Transfer places a call on hold while you dial the destination extension number. Your system administrator configures the Transfer keys as blind or consultation transfer keys.

Consultation transfer

A consultation transfer allows you to announce a call before completing the transfer.

To make a consultation transfer:

1. Press Transfer to place the caller on hold.

   The line key red LED flashes, and the Transfer key amber LED lights.

   If you do not have a Transfer key, press Flash.
2. Listen for dial tone, then enter the destination extension number.
3. When the destination party answers, announce the call.

   The Transfer green LED lights.
4. Press Transfer to complete the transfer.

   If you do not have a Transfer key, hang up.

   To cancel the Transfer, press Release to reconnect to the calling party.

   Note: A Transfer can become a Conference by pressing the Conference key after the second party answers.

Blind transfer

A blind transfer allows you to transfer a call to another extension without announcing the transfer.

To make a blind transfer:

1. Press Transfer to place the active call on hold.
2. Listen for dial tone, then enter the destination extension number.
3. Hang up.

   The party is transferred to the destination extension.

Transfer to Voice Mail

Transfer to Voice Mail allows you to transfer a party directly to a Voice Mailbox, without ringing the destination telephone.

Note: You cannot use the Transfer to Voice Mail feature if you have a call on Call Waiting. End the call on Call Waiting, then transfer the initial call to Voice Mail.

To use Transfer to Voice Mail:

1. Press Transfer VM to place the active call on hold.
2. Listen for dial tone, then enter the destination extension number.
3. Hang up.

   The party is transferred directly to the destination extension's Voice Mailbox.

Voicecall

Voicecall is a page directed to a specific digital telephone extension that allows the receiving party to reply.

To use Voicecall:

1. Press Voicecall.

   If you do not have a Voicecall key, dial *82.

   Listen for dial tone.
2. Dial an extension.

   The other party hears a tone on the telephone speaker.
3. Begin speaking.

To program the Voicecall key:

1. Press Program.

   The red LED lights next to the Program key.
2. Press Voicecall.

   If you do not have a Voicecall key, dial *82.
3. Enter the extension number.

   To cancel the program without saving the digits, press Release.
4. Press Program.

Receiving a Voicecall

Your telephone may be configured for one-way (auto mute) or two-way voice communication. If your telephone is two-way, your speaker is automatically enabled during a voice call, and you can speak back to the other party through the speaker without pressing any keys.

If your telephone is configured for one-way communication, the Speaker/Mute red LED flashes during a voice call, and you can lift the handset or press the Speaker/Mute key to speak to the calling party.

Feature Code Quick Reference

Call Park

Directed . . Flash + *56 + ext.

Retrieval . . . . .*55 + ext.

Self . . . . . Flash + *54

Retrieval . . . . .*55 + ext.

System . . . . . Flash + *52

Retrieval . . . . .*53 + slot

Call Pickup

In Group *74

Specific Ext. . . . . .*75 + ext.

Call Return *69

Call Waiting . . . . . Flash

Disable *45

Caller ID Blocking *67

Camp-on (Callback) *76

Cancel . . . . . .*77 + ext.

Centrex . . . . . Flash + *80 + code

Conference . . . . . .Flash + *71

Connect Party *71

Reconnect to Conference *72

Do Not Disturb *41

Cancel *42

Forward . . . . . *43 + dest.

Cancel *44

Hold . . . . . Flash

Night Answer

Activate *85

Deactivate *86

Page *11

Page Group . . . *12 + group num.

System Speed Dial . . *89 + code

Toggle *73

Transfer . . . . . Flash + ext.

Voicecall . . . . . *82 + ext.

Outside Line Supported Features

On idle outside lines

When an outside line is idle, the following features are supported on outside line keys:

- Do Not Disturb
- Flash (to restart dialing)
- Program/Display (to display call information)
- Release
- Speaker/Mute

No other features are supported on idle outside line keys. Star codes are ignored while dialing on an outside line.

On connected calls

When you are connected to a call on an outside line, you can use the following telephone keys:

- Primary, secondary, and other outside line keys (press to toggle between calls)
- Keypad digits, Auto dial, Redial, Message Waiting (sends digits)
- Transfer, DSS/BLF Transfer, Conference

Compliance Statements

Federal Communication Commission

The following statements are provided in accordance with the Federal Communications Commission (FCC) regulations. Please read these statements carefully before installing your telephone.

FCC Part 15

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Vertical Networks, Inc. could void your authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Part 68

This equipment complies with Part 68 of the FCC rules including Hearing Aid Compatibility (HAC). Located on the telephone is a label that contains, among other information, the FCC registration number.

Underwriter's Laboratory

This equipment complies with UL 1950 for the US (UL) and Canada (CUL).

To reduce the risk of fire: use 26 AWG line cords that have been evaluated as Communication Circuit Accessories, UL 1863, for all telephone connections. This statement applies to all cards and modules that connect to telephones or the Public Switched Telephone Network (PSTN).

Industry Canada

This equipment complies with Industry Canada CS-03.

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The standard connecting arrangement (telephone jack type) for this equipment is RJ-11.